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The Director has emked me to investigate the allegations you made in a letter dated 4 April 1960 concerning the delay in settlement of your claim against the Agency for damage to household affects.

This investigation has been completed. You were sivined on 12 April that further negotiation is currently underway with the local storage company to effect an adjustment of the desages to the deep freeze based on the detailed information you presented.

I am satisfied that Agency procedures did not unduly delay the initial disposition of your case. Full cognissace was taken of the so-called Small Claims Act which, incidentally, was quoted out of context with the total provisions of that regulation.

We naturally regret any delay and inconvenience occasioned by claims of this nature. At the some time, the Agency is obliged to proceed in such a manner as to cafeguard U.S. Government interests. This involves inclusion in the records of documentary proof prior to final determination in each case.

Your claim for a monetary reinburement of \$10 per week due to inconvenience has no precedence in the Agency's records of claims disburement, but I have referred this point to the Agency's Survey Board for their consideration.

Instance as we do not feel justified in taking action under the Small Claims Act, further delay is inevitable, but you may be nesured every effort will be made to reduce this to a minimum.

Sincerely Jours,

SIGNED

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Lyman B. Kirkpatrick Inspector General

Apploved For Release 2002/40/10 : CIA-RDP80B01676R003600140026-5-0/16 [14 April 1960]

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